



Subsidiary of Federal Signal Corporation

52182 Ember Rd.  
Lake Crystal, Minnesota 56055  
800.533.0494  
www.crysteel.com

SERVICE BULLETIN

Date: 11/24/2021

**IMPORTANT SAFETY INFORMATION REGARDING CERTAIN FRONT TELESCOPIC HOIST CYLINDERS SOLD BY CRYSTEEL OR INCORPORATED INTO TRUCK BODIES SOLD BY CRYSTEEL**

**Subject:** Crysteel Marathon telescoping hoist cylinder manufactured by Hyco Alabama, LLC.

**Description:** Some Hyco cylinders featuring the Black Armor finish produced in 2020 – 2021 have experienced rod end failures at the attaching pin in the chassis hoist cradle. Failure as shown below can result in vehicle damage and / or personal injury to those in or around the truck.

**Action to be taken:** If you have a hoist cylinder produced during 2020-2021 featuring the Black Armor finish (cylinder stages will be dark-colored rather than chrome-finished), inspect for potential failure of the Marathon hoist cylinder lower end pin mount. See below for further details.

**Read this entire bulletin prior to inspecting your truck per the instructions below.**

**Contact Information:**

Crysteel Warranty and Service Phone: 507-726-4335  
Crysteel Warranty and Service Email: warranty@crysteel.com

**Frequency:**

Daily prior to the start of operation.

**Location:**

Marathon cylinder attachment to the chassis hoist cradle pin. See images below illustrating the location to check.

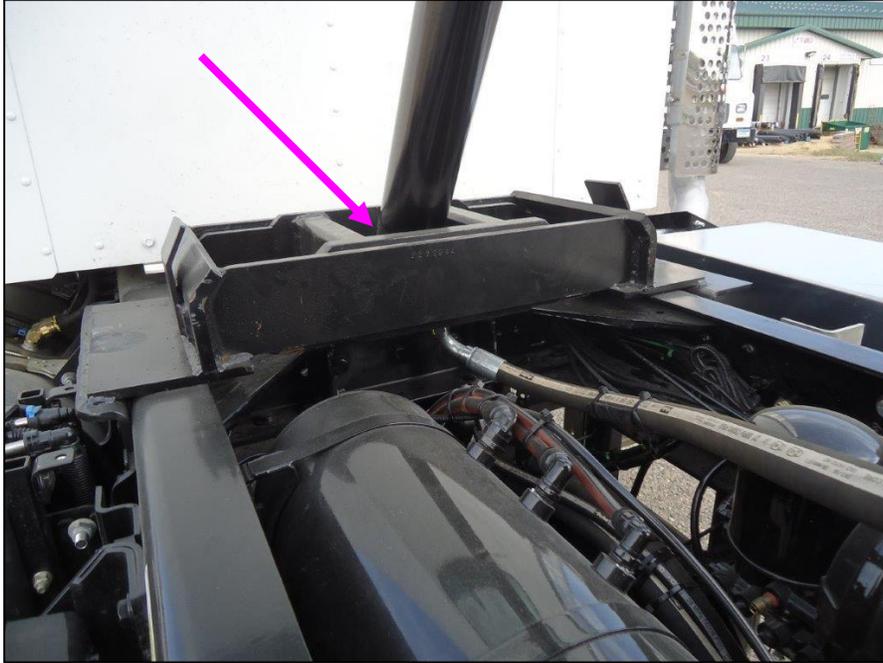


Location of the hoist cylinder cradle mount pin when viewed from the driver's side of the work truck.



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Rod end of cylinder positioned inside the hoist cradle on the truck chassis.

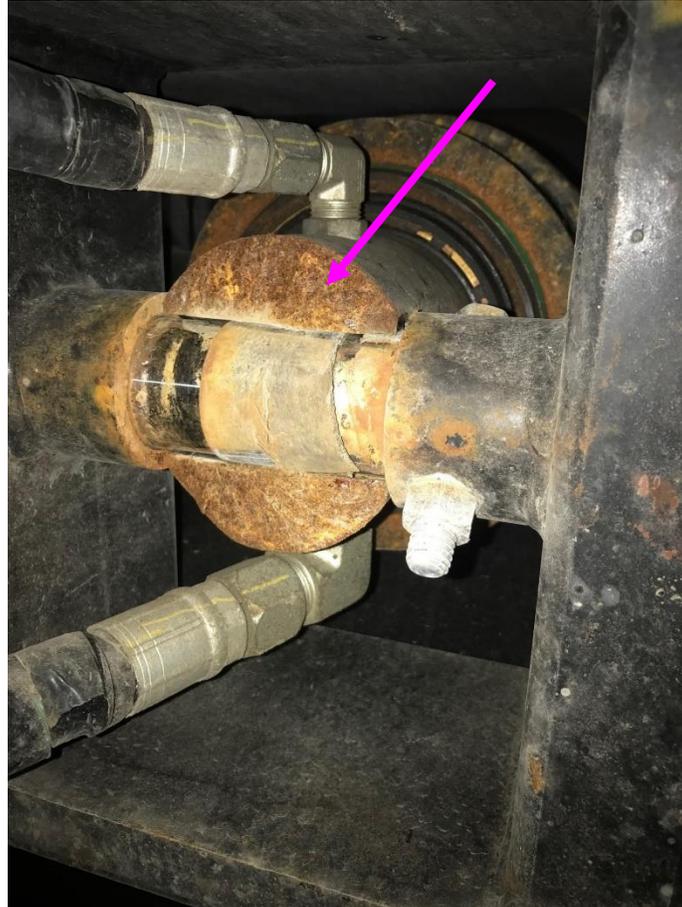


Rod end of cylinder shown with example of indication of potential failure zone.



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Rod end of cylinder shown with example of indication of potential failure zone when viewed from underside of truck hoist chassis cradle. Actual instances of failure may vary.

### Reason for Inspection and Inspection Process:

Crysteel has received a small number of reports which indicate that “Black Armor” model cylinders supplied to it by Hyco Alabama, LLC during 2020 and 2021 and sold by Crysteel have experienced cracks at the surface of the cylinder rod around the area of the cradle attaching pin. These cracks reportedly have led to cylinder failures. If a cylinder fails, it may create a risk of serious bodily injury and/or damage to truck bodies. Black Armor cylinders can be identified visually as the cylinder stages will be dark-colored rather than chrome-finished. This notice does not apply to chromed cylinders sold by Crysteel.

Crysteel recommends visually inspecting all hoists daily in trucks equipped with Black Armor model cylinders, prior to the start of operation. Specifically, the cylinder rod at the pin connection should be inspected carefully to note if there are any cracks observed in the area shown. Stress and fatigue can manifest itself in the form of cracking in the rod area surrounding the cradle pin. The inspector should inspect for any evidence of cracking or separation occurring in or around the pinned connection of the cylinder rod. If any sign of cracking or fatigue



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is found in the cylinder rod, or any other unusual signs of potential issues at the cylinder pin location, do not operate the vehicle and contact Crysteel Mfg Warranty for further information.

**Caution:** Be sure to inspect the rod end with the body in the LOWERED position, PRIOR to starting the truck.

Inspectors should not raise the truck body while conducting this inspection, but should conduct the inspection from the underside of the truck hoist chassis cradle. Follow all appropriate safety precautions in conducting this inspection.

Crysteel and Hyco are currently investigating this issue and whether further action may be necessary.

Cylinder Part Numbers affected in this Bulletin



Arrow shown above is pointing to where you will find the Cylinder Part and Serial Number

|         |         |         |         |
|---------|---------|---------|---------|
| 2250435 | 2250439 | 2250443 | 2250447 |
| 2250436 | 2250440 | 2250444 | 2250448 |
| 2250437 | 2250441 | 2250445 | 2254179 |
| 2250438 | 2250442 | 2250446 | 2254180 |